

In the Claims:

Please cancel claim 6. Please amend claims 5, 17-18, and 20. The claims are as follows:

1. (Canceled)

2. (Previously presented) A method for automatically providing temporary access for servicing a system resource, comprising the steps of:

awaiting an occurrence of a trigger event associated with a system resource; and

in automatic response to the occurrence of the trigger event, activating a prearranged user account that enables a service provider to access the system resource, wherein the trigger event includes opening a trouble ticket.

3-4. (Canceled)

5. (Currently amended) A method for automatically providing temporary access for servicing a system resource, comprising the steps of:

establishing a prearranged user account, wherein subsequent activation of the established user account enables a service provider to use access control logic to access a system resource through the user account, and wherein the access control logic attempts to block access to the user account when the user account is not activated;

after said establishing and while the established user account is not activated, awaiting an occurrence of a trigger event associated with [[a]] the system resource, wherein the trigger event

comprises an opening of a trouble ticket and denotes that the system resource has a problem that needs attention of ~~[[a]]~~ the service provider;

in automatic response to the occurrence of the trigger event while the established user account is not activated, activating ~~a prearranged~~ the user account ~~that to~~ authenticate~~[[s]]~~ the service provider to access the system resource to enable the service provider to provide one or more services relating to the system resource, ~~wherein prior to the prearranged user account being activated the prearranged user account is in dormancy such that use of the prearranged user account is blocked;~~

following ~~the occurrence of the trigger event~~ said activating and while the user account remains activated, awaiting an occurrence of a closure event associated with the trigger event; and

in automatic response to the occurrence of the closure event, deactivating the prearranged user account to dormancy such that use of the prearranged user account is blocked.

6-9. (Canceled)

10. (Original) The method of claim 5, wherein the closure event includes satisfaction of a temporal condition.

11. (Original) The method of claim 10, wherein the temporal condition includes expiration of a predetermined interval of time.

12. (Original) The method of claim 10, wherein the temporal condition includes arrival of a predetermined time.

13-16. (Canceled)

17. (Currently amended) The method of claim [[6]] 5, wherein the closure event includes a closure of the trouble ticket in response to the problem being resolved.

18. (Currently amended) The method of claim [[6]] 5, wherein the method further comprises passing the trouble ticket to the service provider, and wherein said passing the trouble ticket to the service provider comprises transferring to the service provider information relevant to the problem.

19. (Previously presented) The method of claim 18, wherein said transferring is implemented by e-mail or through the World Wide Web.

20. (Currently amended) The method of claim [[6]] 5, wherein the trouble ticket characterizes a severity of the problem as low, medium, or high.

21. (Previously presented) The method of claim 20, wherein the closure event includes a reduction of the severity of the problem characterized by the trouble ticket.

22. (Previously presented) The method of claim 21, wherein the reduction of the severity of the problem includes an installation of a short-term patch.

23. (Previously presented) The method of claim 5, wherein the method further comprises establishing the prearranged user account by recording provisions of said account on a database.

24. (Previously presented) The method of claim 5, wherein the one or more services are selected from the group consisting of repair of the system resource, maintenance of the system resource, performance tracking of the system resource, security management of the system resource, change management of the system resource, and combinations thereof.

25. (Previously presented) The method of claim 5, wherein the problem is selected from the group consisting of a malfunction of the system resource, an overload of the system resource, a degraded performance of the system resource, and an exhausted capacity of the system resource.

26. (Previously presented) The method of claim 5, wherein the system resource comprises computer-controlled industrial machinery.